



IMPROVING BUILD QUALITY OF NEW HOMES

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**This Shouldn't
Have Been
Handed Over**



Who are the New Homes Quality Board..?



NHQB was set up in response to an All Party Parliamentary Group looking the housebuilding sector



Independent, not-for-profit body established to oversee reforms in build quality and customer service



The new framework is made up of two parts:

Who are the New Homes Quality Board..?



Why do we need the New Homes Quality Board..?

NEWS

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Business | Your Money | Market Data | Companies | Economy | Technology of Business | CEO Secrets | Global Trade

Growing complaints about new-build houses

Bovis to pay £7m to compensate customers for poorly built homes

Housebuilder apologises for poor quality of some properties as dissatisfied owners organise protests

Are you a Bovis homeowner awaiting compensation?



Bovis admitted that some homes were rushed to meet sale targets. Photograph: Rui Vieira/PA



Jim
@centristjim1

Replying to @HateNewbuild
😂😂 this estate is near me. They bodged the sewage pipeline and it didn't have the capacity needed so they built a "temporary" sewage pipe overground through the entire estate. Just what you need when you've spent £400k on a new build 😂

The Guardian
News website of the year

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Why are Britain's new homes built so badly?



Money > Property

FAULTY TOWERS Family furious after finding TWO HUNDRED faults on their new-build Persimmon home

Is there a crisis of quality in new-build homes?

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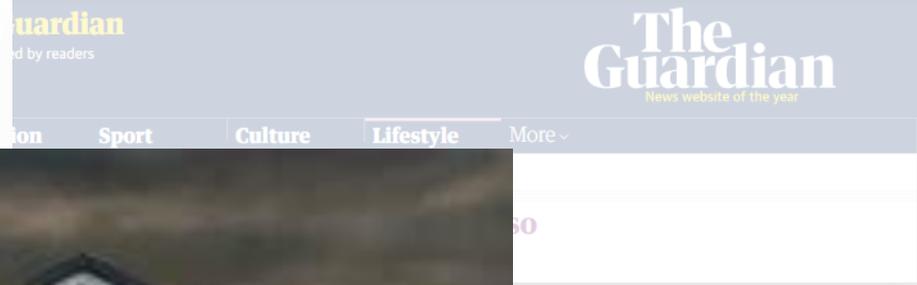
Housebuilder apologises for poor quality of some properties as dissatisfied owners organise protests
Are you a Bovis homeowner awaiting compensation?



Bovis admitted that some homes were rushed to meet sale targets. Photograph: Rui Vieira/PA



Is there a crisis of quality in new-build homes?



Money > Property

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Mission Statement

“Championing **quality** new homes
& *better consumer outcomes*”

Mission Statement

Highlighting
issues for
improvement

Being an
advocate for new
build homes

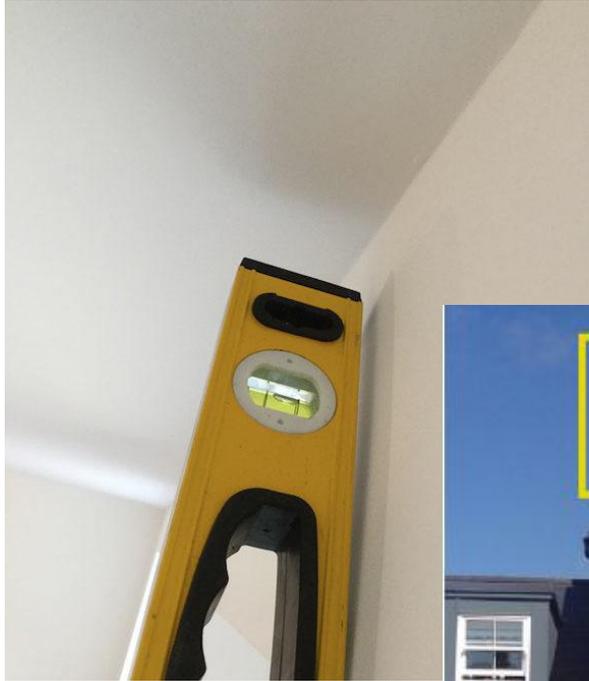
Reassuring
customers

“Championing **quality** new homes
& *better consumer outcomes*”

Helping
customers when
things go wrong

Helping the
industry improve

Build quality issues



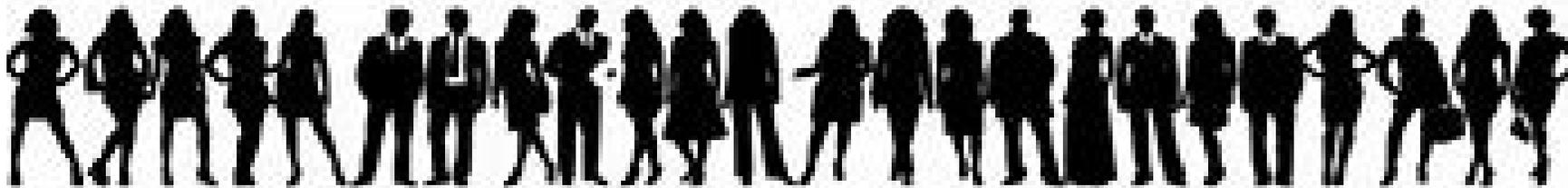
Championing **quality** new homes & *better consumer outcomes*



Task

What are the specific things we at NHQB can do to help the housebuilding sector to improve build quality?

Stand in a line, side by side, based on the first letter of your name – A's at one end and Z's at the other



Task

What are the specific things we at NHQB can do to help house builders to improve build quality?

- 20 minutes to come up with ideas
- At the end, select your **top 3 ideas**
- Agree a speaker to present back
- Whole group to vote on the best overall idea